

MINUTES  
WINNEBAGO COUNTY EMERGENCY BOARD  
204 S. FIRST STREET, ROCKFORD IL  
October 12, 2021

**I.**

**II. CALL TO ORDER**

Meeting was called to order at 9:04 a.m.

**III. ROLL CALL**

Present: Todd Stockburger, Adam Truman, Joe Corl, Don Shoefflin, Don Carlson, Chuck Lynde (P), Joel Hallstrom and Michele Pankow

Guest: Gus Gentner, Marty DeLeonardis, Amit Patel, Ken Selvig, Dave Rickert, Elizabeth Russell, Jeanine Kaplan, Dan Majors, Todd Hughes, James Meyer (P) and Sandy Stansell

Absent: Gary Caruana, Carla Redd and EJ Dilonardo

**IV. MINUTES**

Chairman Stockburger asked for a motion to approve the minutes. **Motion:** Don Shoefflin made a motion to approve minutes; Joe Corl seconded the motion. Motion carried by a unanimous vote.

**V. FINANCIALS**

Financials were reviewed. Todd Stockburger advised that the ETSB has entered into the 2022 Fiscal Year. There is currently \$1,000,000. In the Fund Balance. Don Shoefflin asked what caused the income to drop so much. Stockburger stated that phone line costs and excess lines had some impact on the budget. Shoefflin asked why there was \$1.9 million left when \$2.9 was budgeted. Elizabeth Russell advised that she will take a look to see exactly what has impacted those numbers. **Motion:** Adam Truman made a motion to approve the financials and Joe Corl seconded the motion. Motion carried with a unanimous vote.

**VI. NEW BUSINESS**

**September 2021 Call Volume/Answering Report**

The call volume report for Rockford 911 was reviewed. County has not had MIS training as of yet, so county stats will be forthcoming.

**September ETSB Elections – held over**

Chairman Todd Stockburger reminded board members that the September election was held over from last month. Members are to vote on the Chair

and Co-Chair seats. Don Shoevlin made a motion to retain Todd Stockburger as Chairman and nominated Joe Corl as Co-Chairman. Chuck Lynde seconded the motion. A vote was taken and motion passed by a unanimous vote.

### **Solacom Presentation and Updates on NG911 Project**

Chairman Todd Stockburger introduced Solacom representatives to the board and advised that they had accepted the ETSB's invitation to present an overview in response to questions and concerns that had arisen with regards to the NG911 project. Marty DeLeonardis, Amit Patel and Ken Selvig were present. Marty provided a detailed overview of first of the core sites (DeKalb and Boone) He explained how the core sites were connected through a fiber ring. Marty advised that the core sites via the ring is functioning just the way it should with communicating to all the sites. Amit Patel advised however that the ring was not a perfect ring and he proceeded to explain the problems that occurred with the outage experienced by Winnebago County. Amit stated that this issue will go away with Phase 2. The ETSB was very grateful for the diagrams that Solacom provided during the presentation. Todd Stockburger expressed a concern to Solacom personnel about the outage and asked what provisions are in place so that this would not happen again. Amit explained how the outage occurred where an outside source doing work in the area of I90 and Business 20, took out both fiber pathways—and unfortunately those pathways were in close proximity to one another. Amit advised that a plan is in place to utilize a southern route or on the south end of Rockford and a new diverse fiber pathway is being worked on and is approximately 8 months out. James Meyer explained to the board that getting all six E2 circuits in place is causing the delay with going Phase 2. Meyer advised that there are five installed already but they need all 6. Solacom has been dealing with AT&T for at least 6 months but has gotten no further movement necessary to complete this process. Todd Stockburger asked if Solacom had any idea when Phase 2 will happen. The projected timeline for Phase 2 for Winnebago would most likely be in February 2022. Todd asked what Solacom needed from the ETSB but he also stated that the ETSB needs the diverse routing issue resolved. A discussion then ensued regarding the outage within the Winnebago County 911 Center. It was conveyed to Solacom that it took several days for a response regarding that outage. Marty immediately stated that Solacom owns that failure and the mistake they made was assuming that outage only involved one trunk and didn't think the whole system was down. Marty said that outage should have gotten an immediate response as it was a quick fix. Solacom apologized for that miscommunication and said they own that failure. Gus Gentner told Solacom that County IT personnel had to put their hands on Solacom's equipment to assist in the process because there were no Solacom techs on site and was uneasy about touching vendor equipment. Gus advised that he was happy that they got Marty's help in an hour and a half, to assist with the problem. Marty assured Gus that their invention in the process was approved by Solacom and suggested that if in the future if city or county IT wanted to

perform certain troubleshooting tasks that Solacom would be willing to pay for the manpower hours performed by the city or county IT personnel. This was discussed and Elizabeth Russell brought up an invoice the ETSB received from County IT regarding the hours spend that day on the outage. Marty Delonardis stated that Solacom would pay the invoice for the services performed by county IT. Russell suggested that the County bill Solacom direct for services and not the ETSB and in turn the check should be sent directly to the County for the services. ETSB members agreed. Dave Rickert stated that this would not be acceptable because Solacom is not a Winnebago County vendor but he would have to take it back to the county board for discussion. Board members raised the question as to why the county was charging the ETSB for IT work. Elizabeth Russell informed the board that the city provides IT support to Rockford 911 without charging and Todd Hughes confirmed that as well. Joe Corl asked Dave Rickert if the county was planning on charging the ETSB for reimbursement in the future. Rickert advised yes, they are planning on doing so. Chairman Stockburger asked Todd Hughes if there were plans for the city to charge and Todd Hughes responded that there are no plans to do so. Stockburger asked Rickert if the county charges the Sheriff's Dept for IT work and Rickert said no, because the Sheriff's Dept is a county department. Joe Corl suggested that the ETSB discuss this further to plan for the county charging in the future.

Chairman Stockburger advised Solacom that the issue of support services response time was something that the ETSB had concerns with. A discussion ensued and Marty advised that Solacom was experiencing a manpower shortage. One tech lives in the St. Louis area and there are two in the Chicago area. Marty advised that once Phase 1 has been completed there would be a service tech also from Chicago Com assigned to NINGA. Marty suggested again that if Rockford or Winnebago's IT wanted to be involved in the support services process that Solacom could pay for those services. Stockburger advised that more discussion about that would need to happen with regards to any agreements needed to do so. **Motion:** Don Shoenlin made a motion that the ETSB pay the county for this one time as suggested by Joe Corl and follow the process of paying the county direct as opposed to the county billing Solacom direct as per Dave Rickert's instruction. Also, as a suggestion Don Shoenlin stated that a discussion about future county charges to the ETSB for services be part of the next agenda. Shoenlin's motion was seconded by Joel Hallstrom and the motion carried with a unanimous vote.

### **Solacom Billing**

Elizabeth Russell asked Solacom why an invoice has been sent since the county was not on the network as of yet. Jeanine Kaplan advised that NINGA was told that network billing would not start until the last member of NINGA was online. Sandy Stansell also confirmed that statement, as to what NINGA had been told. There would be more discussions to follow between Winnebago and Solacom regarding the billing.

### **Rockton Tower Invoice**

Elizabeth Russell informed the ETSB that an invoice for the Rockton township radio tower for the repair of the air conditioning unit had been submitted to the ETSB for payment in the amount of \$1,531.10. Russell advised that the ETSB has historically never covered the costs associated with radio equipment and/or buildings outside of the 911 centers. Russell said that the Rockford Fire Dept. has 16 tower sites which have never been covered by ETSB surcharge funding but are covered by the city. Joe Corl said this is opening a can of worms for all agencies to start sending bills to 911. Don Shoefflin advised that the ETSB and surcharge is only responsible for paying for the dispatch centers. **Motion:** Chuck Lynde made a motion to lay over this bill until the next meeting so that Attorney Kelly can be contacted for his console on this issue. Don Shoefflin seconded the motion. Motion carried. Joe Corl asked if Attorney Kelly could be invited to the November 9<sup>th</sup> ETSB meeting. Chairman Todd Stockburger will talk with Attorney Kelly.

### **ETSB Rules and Procedures**

Chairman Todd Stockburger referred to the copies provided to board members for their review. Stockburger referenced the highlighted bullet points that were added; #10 and #4. A discussion ensued about absent board members who send replacements to vote on their behalf. Stockburger said he had spoken with Attorney Kelly who said that those who hold a permanent seat as defined by the rules; for instance, Rockford Fire Chief, Winnebago County Sheriff, Loves Park Police Chief could have their replacement vote. The "At Large" members' replacement would not be allowed to vote on issues. Joe Corl asked why his replacement would not be allowed to vote. Again, the board asked if Attorney Kelly could be present to answer questions that members of on these issues as well as what 911 surcharge monies could be used for. Jeanine Kaplan advised board members that currently there are state discussions on revising the list of approved or qualified items.

### **CueHit Public Safety Customer Service Survey Software**

Elizabeth Russell advised board members that there have been a couple of kick off meetings. Russell said that they are focusing on 911 first for testing.

## **VII. OLD BUSINESS**

### **PSAP Remodel Updates**

Jeanine Kaplan advised that dates have been set for that training in November. Kaplan advised that the remodel is moving along well. Elizabeth Russell advised that the projected dates for city personnel to move to county is around November 1<sup>st</sup>. Chairman Stockburger stated that all remodeling should be completed by late December.

### **NG911 Project Update**

See Solacom presentation under new business

**Telephone Line update**

This is an ongoing process. No new information at this time.

**CAD/RMS Governance Agreement & Rules Committee Update**

A committee is in the works that will meet monthly. Both 911 Directors will be involved along with City IT and an ETSB member. Joe Corl volunteered to city on the committee. Dave Rickert asked why county IT was not included. Elizabeth Russell advised that City IT managed the CAD project. Dan Majors advised that county IT did not have to be involved because the committee is now dealing with operational issues and as long as Jeannine Kaplan sat on the committee he did not need to be involved. **Motion:** Adam Truman made a motion to proceed with the committee and Joe Corl seconded the motion. Motion carried.

**County 911 – Fire Dispatch – Update**

Mark Karner advised no updates

**VIII. NEXT MEETING AND ADJOURNMENT**

The next meeting is scheduled for Tuesday, November 9, 2021 at 9:00 a.m. – Rockford Fire Headquarters/Commissioners Room-204 S. 1<sup>st</sup> Street, Rockford, IL 61104

**Motion:** A motion was made by Don Carlson to adjourn and seconded by Joe Corl. Motion Carried.